

Performance Work Statement

Comprehensive Service Agreement for GC & GCMS Instruments; Autosamplers & Concentrators

The Contractor shall furnish the necessary personnel, replacement parts, travel, materials, equipment, services, facilities (except as otherwise specified herein), and otherwise perform all activities necessary for or incidental to the performance of the work set forth in the requirements listed below.

A. Telephone Technical Advice and Instructions – Edison and Mobile Laboratory Equipment (27 Systems):

The Contractor shall provide technical advice and instructions telephonically within a maximum of four (4) business hours to answer questions and resolve problems encountered in analytical applications of the equipment listed in the attached schedule. These questions and problems may involve 1) diagnosis of hardware and software malfunctions; and 2) assistance in proper interpretation and use of the software systems; including instructions on procedures to follow in using the software systems to properly acquire and record chromatographic and mass spectral data from the instruments, to manipulate the data, and to arrive at the qualitative and quantitative data reports as required.

B. On-Site Remedial and Preventative Maintenance – Edison Lab (14 Systems)

1. The Contractor shall provide on-site remedial and preventive maintenance service, as defined herein, to ensure minimal down time. The on-site service response for remedial services shall be within a maximum of 48 hours (two business days) of the initial service call placed with the Contractor's Service Representative on the equipment specified on the equipment listed in Attachment 2, Schedule Worksheet. Preventive maintenance must be performed within two months of the scheduled time for each instrument.

2. The Contractor shall maintain or have access to, an inventory of replacement/expendable parts and such tools and instruments as are necessary to properly and efficiently maintain the equipment listed in the attached clause for the life of the contract. The replaced part shall be the same as was previously installed in the instrument or the currently available equivalent or parts identified as used and/or remanufactured parts which are warranted the same as new parts shall be used in effecting repairs. If a part cannot be replaced within 24 hours of the onsite visit, a loaner must be supplied,

e.g., tower, computers, video terminal, etc. Parts removed, for which replacement is made, will become property of the contractor.

3. The Contractor shall provide, install and maintain updates of the operation and data processing software, together with operating manuals, describing and explaining the software and its applications.

4. The Contractor shall provide the services set forth above between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding federal holidays. The Contractor shall not perform work under this contract unless Government personnel are present at the Government facility while the Contractor is performing the service.

5. The Contractor shall be responsible for providing source cleaning of the ion formation source, to remove sample deposits that can accrue within the instruments. This service shall be provided three (3) times during each year of the contract.

C. On-Site Remedial and Preventative Maintenance – Mobile Laboratory (13 Systems)

1. Preventive maintenance will be performed at the EPA Region 2 base location in Edison, New Jersey. The Contractor shall provide the services set forth above between 8:00 am and 5:00 pm, Monday through Friday, excluding federal holidays. The Contractor shall not perform work under this contract unless Government personnel are present at the location while the Contractor is performing the service.

2. The Contractor, if necessary, shall provide onsite remedial services of equipment located within the EPA Mobile Laboratory (identified in the schedule) at an alternate location other than the EPA Region 2 base location in Edison, New Jersey. The alternate location(s) will be restricted to the State boundaries of New York and New Jersey. The requirement for onsite response time for remedial services is the same as is stated above for the Edison Laboratory.

3. The Contractor shall be responsible for providing source cleaning of the ion formation source, to remove sample deposits that can accrue within the instruments. This service shall be provided three (3) times during each year of the contract.

D. Definitions

Preventive Maintenance: Preventive maintenance includes cleaning, adjusting, inspecting and testing procedures designed to reduce product failure and/or extend useful product life. The Contractor shall perform preventive maintenance on both Laboratory and Mobile equipment listed on the schedule, two times during the year of the contract. The Project Officer will coordinate performance of preventive maintenance with the contractor.

Remedial Maintenance: Remedial maintenance includes the diagnosis and correction of equipment malfunctions and failures. Remedies may consist of temporary procedures to be followed by the Government while a permanent remedy is being sought. Remedial maintenance shall commence during the coverage hours and shall continue uninterrupted, as

long as reasonable progress is being made, until the equipment is operational. If the Contractor determines that additional parts and/or repair personnel are required, service shall be interrupted and shall resume as soon as these parts and/or personnel are available. The additional parts and/or personnel shall be available within 24 hours. The Project Officer is authorized to request the Contractor to perform remedial maintenance.

E. Exclusions

Remedial maintenance and preventive maintenance service do not include refinishing the equipment or furnishing materials for that purpose; electrical work external to the equipment; maintenance of accessories, attachments or other items not specified in the contract and remedial maintenance due to contamination that is not rectified by source cleaning.